



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

April 29, 2022

H8305-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L01 GENERAL
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



Dear Sample A. Sample:

Notice of Data Breach

What Happened: We are writing to notify you that Phoenix Technology Services Inc., Phoenix Technology Services USA Inc., and their respective wholly-owned subsidiaries (collectively, the "Company") recently experienced a data security incident that may have involved some of your personal information.

On December 2, 2021, the Company detected that an intruder had gained access to the Company's servers. The intrusion occurred starting on November 24, 2021, but the Company was not aware of the intrusion until December 2, 2021, at which point it took immediate action to address the situation.

On December 10, 2021, the Company, in conjunction with the 3rd party cybersecurity experts, determined that the intruder had gained access to personal information of employees and former employees. On February 22, 2022, through additional analysis and forensic review of the exfiltrated files, we first became aware that the scope of the data breach included individuals in the United States. On April 1, 2022 we identified that your personal information was affected.

What Information was Involved: We are conducting a thorough investigation to determine what personal information might have been impacted. Impacted personal information may include the following:

- Full Name
- Address
- Social Security Number
- Date of Birth
- Banking Account Number
- Driver's License Number
- Passport Number
- Dependent/Beneficiary Name
- Dependent/Beneficiary Address
- Dependent/Beneficiary Social Security Number
- Dependent/Beneficiary Date of Birth



What we are Doing: We regret that this incident occurred and take the security of our information very seriously. As a result of this incident, we have engaged an IT forensics company to determine the cause of the unauthorized access to the Company's IT systems, the extent of the intrusion, and took steps to bolster the security of the Company's IT infrastructure, including improvements to our services, server upgrades, and engaging 3rd party experts to monitor traffic.

We are confident that, with the steps taken to date, we have mitigated the chance of a similar occurrence in the future, and we will continue to engage cybersecurity experts and implement their recommendations as appropriate.

We are also very aware of the concern an incident such as this can create. Accordingly, we are offering you monitoring service for one year from the date of this letter. It may also be prudent to notify your bank in the event that anyone tries to access your accounts fraudulently.

In order to activate the credit monitoring service, please navigate to the following link: www.experianidworks.com/credit

The engagement number for this service is B043088. Enrollment ends on July 31, 2022.

Your activation code is: **ABCDEFGHI**

If you have any questions, or would prefer to enroll over the phone, you may contact Experian at (833) 514-1014. Please be prepared to provide engagement number B043088.

What You Can Do: Supplemental information is attached to this letter, including the Steps You Can Take to Protect Your Information as guidance on further protecting your personal data. You can also obtain information about fraud alerts and security freezes from the FTC and the credit reporting agencies listed below:

- Federal Trade Commission, <https://www.ftc.gov>, 600 Pennsylvania Avenue, NW, Washington, DC 20580 1-877-FTC-HELP
- Nationwide Consumer Reporting Companies:
 - Equifax, <https://www.equifax.com>, Equifax Credit Information Services, LLC, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285
 - Experian <https://www.experian.com>, Experian National Consumer Assistance Center, P.O. Box 4500, Allen, TX 75013, 1-888-397-3742
 - TransUnion <https://www.transunion.com>, TransUnion Consumer Relations, P.O. Box 2000, Chester, PA 19016-2000, 1-800-680-7289

To the extent you desire to freeze your credit report, you must separately place a credit freeze on your credit file at each of the three credit reporting agencies. There is no charge associated with placing a credit freeze. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency.

More Information: We regret any inconvenience or concern that this incident has caused you. If you have questions or require additional information about the incident, we can be reached by mail at 12329 Cutten Road Houston, Texas 77066, we also have a call center available at (833) 514-1014.

Sincerely,



Doug Webb
Compliance & Privacy Officer



Additional details regarding your EXPERIAN IDENTITYWORKS Membership:

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary one year membership.

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 514-1014 by July 31, 2022. Be prepared to provide engagement number B043088 as proof of eligibility for the Identity Restoration services by Experian.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Steps You Can Take to Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant by closely reviewing your account statements and credit reports. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained.

Additionally, you should report any fraudulent activity or suspected incidence of identity theft to proper law enforcement authorities, including local law enforcement to file a police report, the Attorney General, or the FTC. To file a complaint with the FTC, go to www.ftc.gov/idtheft or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

Copy of Credit Report

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com> or calling 877-322-8228. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies is provided below.

Fraud Alert

You may also consider placing a fraud alert on your credit report. An initial fraud alert is free and will remain on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies using the information below:

Equifax
1-800-525-6285
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
P.O. Box 9532
Allen, TX 75013

TransUnion
(800) 680-7289
www.transunion.com
P.O. Box 2000
Chester, PA 19022

Additional Free Resources on Identity Theft

A copy of Take Charge: Fighting Back Against Identity Theft, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm>.

This notice was not delayed due to law enforcement investigation.



